State telecommunications management manual

State of California
Department of General Services

Telecommunications Division
Sacramento, California

Category: **Telecommunications Systems & Services**	Chapter Title: **CALDEX UCD Group Configuration Form**	Chapter Number: **0799.12**

Issued: September 30, 1996 | **Revision -** | **Revised:**

CALDEX UCD Group Configuration (9/96) Form — used by agencies that receive CALDEX service to request Uniform Call Distribution (UCD) features.

In-Service Date: _____   Reference SOL #: _____

Customer: agency/section: _____

CALDEX Services Analyst: _____   Ph. #: _____

Configuration:

1.   UCD Group Name (max. 16 characters): _____

2.   UCD Listed Directory Number(s):   Queue Priority (0-3)

         Primary LDN: _____   Local calls _____
                                            Toll calls are 0.

         Secondary LDN 1: _____   All calls _____

         Secondary LDN 2: _____   All calls _____

         Secondary LDN 3: _____   All calls _____

         Secondary LDN 4: _____   All calls _____

3.   Maximum number of UCD agents: _____

4.   UCD agent station numbers: _____

         _____

5.   Type of sets used by UCD Agents:

         _____ Single or multi-line telephone sets or

         _____ Meridian Business Sets (CALDEX Business Sets). Attach CALDEX Business
                Set, Programming sheets.

                Use UCD login/logout key on CALDEX Business Sets?

                Yes ☐   No ☐

6.   Maximum Queue Size: _____ calls.
      Maximum number of calls allowed to wait in queue at any one time (0 to 511 calls). The
      queue will close when this number is reached.

7.   Maximum Wait Time: _____ seconds.
      Maximum number of seconds any caller should wait in queue (0 to 1800 seconds). The
      queue will close when this number is reached.

8.   Priority Promotion Timer: _____ seconds.
      Seconds that a call remains in queue before it promotes to the next queue priority (0 to
      255 seconds). If all LDN's have queue priorities of "0", then Priority Promotion Timer
      should be set at 0 seconds (no priority promotion).

9.   UCD Ring Threshold: _____ seconds.
      Seconds an unanswered call will ring on an agents set before the call is forwarded to the
      Threshold Route (0 to 63 seconds).

10.   Threshold Route: _____
      Where callers will be routed when Maximum Queue Size, Maximum Wait Time or UCD
      Ring Threshold is exceeded (Busy treatment [default] or telephone number).

11.   Release Count: _____ calls.
      Maximum number of calls presented to an agent that go unanswered. When this number
      is reached the agent is automatically logged off the UCD group.

12.   Night Service Route: _____
      What the caller will hear when all the agents are logged off (Busy treatment, Night
      Announcement or telephone number).

13.   Delay Announcements (OPTIONAL):   Yes ☐   No ☐
      If yes, then answer questions 14 through 16. Only Standard announcements are offered
      with UCD service. Custom announcements are not available.

14.　Recorded Announcement Threshold: ＿＿＿＿＿＿＿＿＿ seconds.
Seconds a new caller will wait in queue before they hear an announcement. Caller will hear ringing for this period of time (0-63 seconds).

15.　Treatment between each announcement: ＿＿＿＿＿＿＿＿＿＿＿
What the caller will hear between each announcement (Ringing [default], Silence in queue or Music in queue).

16.　Delay Announcement pattern:
Announcement pattern a caller will hear while waiting in queue. Indicate delay announcement, treatment between each announcement or repeat instruction as needed. Maximum of 6 lines of instruction and a maximum of 3 announcements.

Treatment   Length

a. ＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿   ＿＿＿ seconds

b. ＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿   ＿＿＿ seconds

c. ＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿   ＿＿＿ seconds

d. ＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿   ＿＿＿ seconds

e. ＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿   ＿＿＿ seconds

f. ＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿

17.　Attach CALDEX Business Set Programming Sheets or single line requests for UCD agent sets.